

**EXHIBIT 1**

**BROADCAST EXECUTIVE DIRECTORS ASSOCIATION'S  
"MODEL BROADCAST CAREERS PROGRAM ROAD MAP"**

WHEREAS, the success and vitality of our nation's radio and television broadcast industry as a whole are founded upon the dedication and accomplishments of numerous outstanding men and women, including many from culturally and racially diverse backgrounds;

WHEREAS, the broadcast industry, through the National Association of Broadcasters, has recently reaffirmed to the Federal Communications Commission (the "FCC"), the industry's continuing commitment to non-discrimination and workplace diversity;

WHEREAS, the Broadcast Executive Directors Association ("BEDA") and its members are committed to the following goals:

1. Promoting non-discrimination in all employment actions as well as diversity in the workplace;
2. Maximizing the pools of qualified applicants, including those from culturally and racially diverse backgrounds, for all job openings at participating stations;
3. Promoting broadcasting as an exciting and rewarding career;
4. Expanding the availability of education courses and experience opportunities helpful for a career in broadcasting;
5. Providing user friendly, up-to-date information on all job openings at participating stations;
6. Insuring that all interested applicants have a convenient, rapid and inexpensive way to alert participating stations of their interest in a particular job opening;

7. Training employees for increased responsibilities; and
8. Educating stations throughout each state and territory on the subjects of non-discrimination in employment and recruitment outreach;

WHEREAS, the FCC has encouraged state broadcasters associations to play an even larger roll in helping to promote non-discrimination in employment and workplace diversity; and

WHEREAS, consistent with its purposes, BEDA wishes to help its member associations to continue to improve their customs and practices by, in this instance, exploring ways, including possibly harnessing high technology, to expand the recruitment of qualified full-time and part-time employees at participating stations.

NOW, THEREFORE, to reach these "goal" destinations, BEDA has developed a number of "highways." While BEDA encourages each State Broadcasters Association (the "Association") to travel along all of the "highways" identified below, it is recognized that each Association has distinct needs and resources. Accordingly, the Associations should view each "highway" as a separate path to be used as their needs evolve and resources permit.

☐ **A Highway for Expanding Education Courses and Experience Opportunities for Broadcast Careers**

The Association recognizes that the broadcast industry's success in recruiting qualified employees is, in important part, a product of whether educational institutions perceive the industry as a rewarding career for their students and whether those institutions provide courses and experiences that will be helpful to students who may choose a career in broadcasting.

Toward that end, the Association would endeavor to develop active partnerships with high schools, colleges, universities and trade schools throughout the state, and with their respective associations, e.g., BEA. Some examples include:

- ☐ jointly evaluating with them their respective “communications.”  
“broadcast,” “radio and television” and related curriculums
- ☐ developing more interest in broadcast careers at the undergraduate and graduate school levels for business students
- ☐ developing teams of broadcast professionals who are qualified to work with educators and academics as speakers, seminar panelists, classroom instructors and members of professional advisory boards
- ☐ meeting with high school students to encourage them to pursue a curriculum in college that will prepare them for a career in broadcasting
- ☐ sponsoring workshops for persons interested in a broadcast career
- ☐ offering education scholarships
- ☐ sponsoring its own
  - ☐ internships
  - ☐ mentoring programs
  - ☐ fellowships
  - ☐ apprenticeships
  - ☐ training programs
- ☐ helping stations to develop their own programs for
  - ☐ scholarships
  - ☐ internships
  - ☐ mentoring
  - ☐ fellowships
  - ☐ apprenticeships
  - ☐ training

- ☐ underwriting various courses and programs, e.g., Five Points Media Center in Denver, Colorado
- ☐ other efforts \_\_\_\_\_

☐ **A Highway for Educating Stations on Non-discrimination in Employment and Recruitment Outreach**

The Association recognizes its on-going responsibility, as the principal organization in the state representing the broadcast industry, to educate its members in the subjects of non-discrimination in employment and effective recruitment outreach. To meet this obligation and to further assist stations in their recruitment outreach efforts,

- ☐ The Association would regularly conduct seminars on these subjects.
- ☐ Participating stations would be encouraged to commit to attending such seminars.
- ☐ The Association, using information supplied by the NAB and other sources, would compile information on national, statewide and local area referral sources and distribute it to all stations in the state, whether or not they participate in the Association's Careers Program.
- ☐ The directory would be updated periodically.
- ☐ The Association would work with, and urge participating stations to work with, minority and female targeted organizations and others to help stations expand their outreach as well as to encourage those organizations to inform their membership about career opportunities in broadcasting.

☐ **A "High Technology" Highway for Recruitment Outreach**

- ☐ In addition to other recruitment outreach programs sponsored by the Association, such as Career Fairs, the Association would maintain a 24 hours per day, 365 days per year

Internet World Wide Web site. The URL address for the Web site would be

“http://www. \_\_\_\_\_ assnofbroadcasters.org.” The Web site would provide various types of information and services, including a Broadcast Careers Web Page. The Broadcast Careers Web Page would be linked to the Broadcast Careers Web pages of the other state broadcasters associations as well as to the NAB’s Careers Center Web page which the Association would also promote.

☐ The Association’s Broadcast Careers Web Page would list full-time and part-time job openings, categorized by radio and television, in the following ways: (1) by type of position - management, on-air/writer/producer, sales/marketing, engineering/technical and clerical/administrative; and (2) by city and station.

☐ As a non-exclusive recruitment outreach technique, participating stations would be encouraged to commit to timely posting each of their full-time and part-time job openings on the Association’s Broadcast Careers Web Page unless a particular opening were sensitive and not publicized at the station. The Association would evaluate whether to charge a fee for non-members. By using a proprietary code, stations themselves could post their job openings. They would be responsible for the currency and accuracy of their job opening information.

☐ Participating stations would be encouraged to commit to being an Equal Opportunity Employer and using the “EOE” designation on all postings on the Broadcast Careers Web Page as well as in all advertisements for their full-time and part-time job openings.

☐ Participating stations would be encouraged to commit to timely advising their current full-time and part-time employees of all Broadcast Careers Web Page postings by the station.

☐ Participating stations would be encouraged to commit to using a common information form for posting their job openings on the Association's Broadcast Careers Web Page. See Attachment A which is the NAB's current version for the position of Account Executive.

☐ Participating stations would be encouraged to commit, taking into account the exigencies of a particular situation, to keeping each job position posted on the Association's Broadcast Careers Web Page for at least a reasonable number of days to afford interested persons an opportunity to learn about the opening and to apply for the job. The stations would also be responsible for promptly removing the job postings that they have filled. If a posting had not been "re-posted" by the station within thirty (30) days of the original posting, it would be automatically purged from the Broadcast Careers Web Page.

☐ Participating stations would be encouraged to commit to providing the station's current telephone number, e-mail address and/or fax number in all postings to enable any person wishing to respond to a job opening to do so quickly, by e-mailing or faxing a completed, "common" job resume form to the station. An example of such a form, which the NAB uses, is attached as Attachment B. Members of the public could browse through the Association's Broadcast Careers Web Page at no charge.

☐ Participating stations would be encouraged to commit to considering the resumes received in response to a job posting and, as time constraints and resources permit, to interviewing a number of qualified candidates, including culturally and racially diverse applicants.

☐ Participating stations would be encouraged to promptly inform the unsuccessful candidates of the station's hiring decisions and, subject to the permission of the candidate, to circulate the resumes of these candidates to the Association to be made available to other stations for their consideration.

☐ Any member of the public would be able to post on the Association's Broadcast Careers Web Page, free of charge, his or her resume, preferably using the "common" job resume form, so that stations could quickly become aware of and contact persons who have the qualifications that the station needs for a particular position.

☐ **A Highway for Encouraging Station Participation in the Association's Broadcast Careers Program**

☐ Stations that participate in the Association's Careers Program would receive a "Broadcast Careers Program Certificate of Performance" which they could use to promote themselves to their employees, to the public at large (including advertisers) and to federal, state and local governments.

☐ An Annual Broadcast Careers Awards Program would be implemented, recognizing participating stations, schools and universities, referral organizations and others for their leadership in helping to achieve the goals of the Association's Careers Program, e.g., participation by senior management in the Broadcast Careers Programs of their station and the Association, the development of innovative outreach practices beyond traditional techniques and the training of employees, particularly women and minorities, for increased responsibilities.

☐ **A Highway for Promoting Awareness of the Association's Broadcast Careers Program**

☐ Information about the Association's Careers Program, including its workings and benefits, could be disseminated to broadcasters and the general public in a variety of ways. Some examples include:

To all Stations that are Members of the Association



- ☐ on the Association's Web site
- ☐ on the Web sites of participating stations
- ☐ in special Association mailings
- ☐ in Association newsletters and other publications
- ☐ at Association sponsored seminars and conventions
- ☐ at Association sponsored Career Fairs
- ☐ in other ways \_\_\_\_\_

To any Stations that are not Members of the Association

- ☐ on the Association's Web site
- ☐ on the Web sites of participating stations
- ☐ in special Association mailings
- ☐ in Association newsletters and other publications
- ☐ at Association sponsored conventions and seminars
- ☐ at Association sponsored Career Fairs
- ☐ in other ways \_\_\_\_\_

To the Broadcast Industry at Large

- ☐ on the NAB's Web site
- ☐ in NAB newsletters and other publications
- ☐ at NAB sponsored conventions and seminars
- ☐ at Career Fairs sponsored by the NAB and RAB
- ☐ in other ways \_\_\_\_\_

To the General Public

- ☐ on the Association's Web site
- ☐ on the Web sites of participating stations
- ☐ on the Web sites of other state broadcasters associations
- ☐ on the NAB's Web site
- ☐ in promotional spots developed by the Association and/or the NAB and aired over participating radio and television stations
- ☐ in Association sponsored "Broadcast Careers" ads published in local newspapers throughout the state
- ☐ in Association sponsored "Broadcast Careers" ads published in university, college and trade school newspapers throughout the state
- ☐ in Association sponsored "Broadcast Careers" ads published in the Yellow Pages under Employment Services
- ☐ in Association sponsored "Broadcast Careers" videos distributed to libraries and video stores throughout the state for "free" rental
- ☐ via Association sponsored scholarships
- ☐ via Association sponsored internships
- ☐ via Association sponsored mentoring programs
- ☐ via Association sponsored fellowship programs
- ☐ via Association sponsored apprenticeship programs
- ☐ via Association sponsored training programs
- ☐ at Association sponsored Career Fairs
- ☐ at Career Fairs sponsored by the NAB, RAB and others
- ☐ at conventions sponsored by minority and female targeted organizations and others

whose attendees are likely to be, or refer, applicants

- ☐ in Association and/or NAB sponsored "Broadcast Careers" letters to high schools, colleges, universities and trade schools
- ☐ in Association and/or NAB sponsored "Broadcast Careers" letters to minority and female targeted organizations
- ☐ in Association and/or NAB sponsored "Broadcast Careers" letters to private and governmental employment services and agencies
- ☐ at Association sponsored conventions and seminars
- ☐ at NAB sponsored conventions and seminars
- ☐ on the Web sites of AWRT, the NAACP, NOW, Rainbow-Push Coalition, the Urban League and others
- ☐ in notices posted in the lobbies of participating stations
- ☐ during interviews of prospective employees when the applicant did not learn about the job opening through the Broadcast Careers Web Page.
- ☐ in other ways \_\_\_\_\_

☐ **A Highway for Evaluating a Broadcast Careers Program**

As with any program, from time to time the results of an Association's Broadcast Careers Program must be ascertained to determine whether the original goals are being met. The Association would plan to survey the results of its Careers Program on an annual basis and to make changes to the program as appropriate to insure its continuing effectiveness.

February 5, 1999

**ATTACHMENT A**

## Add an opening to the NAB Job Listings:

Before you enter your job posting, you may want to check out this new service for NAB members only:

Search the Resume database!!

Enter the job information, then click on Add

Job Openings will be listed for two weeks.

After Jun 1 1998, you may relist the job opening.

Select Job Title:

Reference #:

Responsibilities:

Qualifications:

Select IndustryCategory:

Station/Company:

Contact Name:

Contact Title:

Address:

City:

State:

Zip Code:

Contact Phone:

Contact FAX:

Contact Email:

Closing Date:

Station URL:

Additional Comments:

Please add the following information on the Person posting this position if other than the contact listed above:

Name:

Phone:

FAX:

E-Mail:

## Current Job Listings:

, Attn: , Employee Relations Manager, 316 North Miami Avenue, Miami, FL 33128

Closing Date: 5/29/98

(NAB Id: 3320)

### Account Executive

Responsibilities: We need an enthusiastic individual to call on local & regional clients & agencies.

Qualifications: Television sales experience is preferred, but not required. This is an opportunity to be with a competitive station & part of a dynamic sales team.

Industry Category: TV

KCAU-TV, Attn: Theresa Stewart, Business Manager, 625 Douglas, Sioux City, IA 51101

FAX: (712) 277-3733

Closing Date: 5/28/98

(NAB Id: 3315)

### Account Executive

Reference #: nab050898

Responsibilities: good list available - Charleston, SC is a great place to live

Qualifications: experienced, motivated individuals with great attitude, ready to work!

Industry Category: Radio

Additional Comments: Charleston is a beautiful resort city - business is booming

Jacor of Charleston (WEZL-FM & sister stations), Attn: B.J. Kay, Human Resources Coordinator,  
PO Box 747, Mt. Pleasant, SC 29465

Phone: 843/856-6154

FAX: 843/884-1218

Email: [bjkay@charleston.net](mailto:bjkay@charleston.net)

Closing Date: 5/26/98

(NAB Id: 3307)

### Account Manager

Qualifications: Broadcast experience preferred. Great opportunity for a aggressive, motivated individual. Please send resume or fax to above.

Industry Category: Radio

WHIO/WHKO Radio, Attn: Kathy Norris, Local Sales Manager, P.O. Box 1206, Dayton, OH 45401

FAX: (513) 259-2154

Closing Date: 5/28/98

(NAB Id: 3316)

### Advertising Sales Representatives

Responsibilities: working with clients in devising marketing and sales campaigns

Qualifications: solid sales experience requested, radio knowledge beneficial, small market mentality

Industry Category: Radio

KZXR AM/FM, Attn: FRANK ALLEC, V.P. / G.M., 1227 HILLCREST DR., PROSSER, WA 99350

Phone: 509-786-1209

FAX: 509-786-1181

**ATTACHMENT B**



## NAB Employment Clearinghouse Resume

### Add your Resume to the NAB Employment Clearinghouse:

The information collected with this form is intended for NAB members only and will be retained in our database for 6 months. However, you are hereby notified that any information you submit could be read by an unintended recipient.

### Enter the resume information, then click on Add Resume

First Name:

Middle Name:

Last Name:

Address:

City:

State:  Zip Code:

Daytime Phone:  Home Phone:

Email:

Select Category:

#### List your last two employers or assignments beginning with the most recent:

Employer:

Job Title:

Job Begin Date:  Job End Date:

Employer:

Job Title:

Job Begin Date:  Job End Date:

#### Enter brief information on any internships served:

Internship:

#### Educational Background:



Institution (include Name/Location of highest level institution attended):

Years Attended:  Degree Earned:

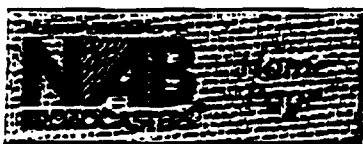
Location Preference:

City:  State:

Select Region:

Add Resume

Reset



**EXHIBIT 2**



MASSACHUSETTS BROADCASTERS ASSOCIATION, INC.

## **MASSACHUSETTS BROADCASTERS ASSOCIATION BROADCAST CAREERS PROGRAM**

**The Massachusetts Broadcasters Association and its members are committed to the following goals as part of our "Broadcast Careers Program".**

1. Promoting non-discrimination in all employment actions as well as diversity in the workplace;
2. Maximizing the pools of qualified applicants, including those from culturally and racially diverse backgrounds, for all job openings at participating stations;
3. Promoting broadcasting as an exciting and rewarding career;
4. Expanding the availability of education courses and experience opportunities helpful for a career in broadcasting;
5. Providing user friendly, up-to-date information on all job openings at participating stations;
6. Insuring that all interested applicants have a convenient, rapid and inexpensive way to alert participating stations of their interest in a particular job opening;
7. Educate stations throughout each state and territory on the subjects of non-discrimination in employment and recruitment outreach;
8. Training employees for increased responsibilities.

To reach these goals, the Association has evaluated our current activities, identified shortcomings, and has reviewed a number of highways on which to proceed.

### **HIGHWAY #1**

#### **Expanding Education Courses and Experience Opportunities for Broadcast Careers.**

Massachusetts has at least one 4 year college, (Emerson College in Boston) and a 2 year Associate Degree Program (Massachusetts Communication College), which offer specific curriculums for Radio and TV careers in several job categories. In addition, the Connecticut School of Broadcasting offers certificate programs in the evening for people who want to get into the broadcasting field.

**Some of our current initiatives include:**

- A. The Association has joined the Broadcast Education Association (BEA) in order to have an academic vehicle to help us create some career awareness at the state's colleges.
- B. We are in the process of developing a relationship with Massachusetts Communication College. That relationship will include an internship program, scholarships and collaborative efforts in regards to curriculum issues. We will also address issues of diversity with the college.
- C. We currently have a free web site where students can post resumes and review current job openings.
- D. In 1998, we held two Job Fairs; one in Framingham and one in Springfield. We collected and distributed over 300 resumes and tapes. Over 30 stations participated including one Hispanic TV station and a Black owned and operated urban station in Boston. We will work to improve our attendance and outreach in 1999.

**In the future we will:**

- A. Sponsor workshops for those students interested in pursuing a career in broadcasting.
- B. Add high school guidance counselors to our newsletter mailing list.
- C. Develop a broadcast careers video and send it to all high schools in the state.
- D. Work to increase awareness of the broadcasting industry in all of the state's colleges and universities.
- E. Promote our web site and its job bank to all colleges and universities in Massachusetts.
- F. Network with college, radio and TV stations
- G. Work with any other schools identified as having a degree program in broadcast communications.

**HIGHWAY #2**

**Educating Stations on Non-discrimination in Employment and Recruitment Outreach.**

The Association has for many years accepted a large measure of responsibility in helping our stations in this area.

- A. We conduct, on a regular basis, an EEO Seminar at our annual convention.
- B. We have free Legal Hot Lines with a local attorney and a Washington attorney and we encourage our stations to call them with any questions regarding EEO.
- C. The Association compiles and distributes to all stations an EEO Source list which is updated every other year.
- D. Distribute or have on hand relevant legal opinions.
- E. We solicit and maintain resumes for a job bank by job category and circulate

them to all members who request them.

**In the future we will:**

- A. Further encourage and educate on the issues of non-discrimination in employment and recruitment.
- B. Work with NAB to add additional EEO sources to our EEO Source List.
- C. Investigate adding EEO Source List to our web site.

### **HIGHWAY #3**

#### **A High Technology Highway for Recruitment Outreach**

- A. The Association currently has a web site at [HTTP://www.massbroadcasters.org](http://www.massbroadcasters.org). This web site includes a job bank where anyone can post a resume, free of charge.
- B. Our stations are regularly encouraged to post jobs on the web via articles in our newsletter.
- C. Our URL address is shown on all our materials.
- D. We have a common form for stations posting jobs and people who wish to post a resume.

**In the future we will:**

- A. Participate in linking our web site job bank to any national endeavor created by the Broadcast Executive Directors Association.
- B. Work with our membership to insure that listings are as current as possible.
- C. Allow members and non-members to post to our WEB site.
- D. Work with our stations to make sure that stations use an "EOE" on all job postings.

### **HIGHWAY #4**

#### **Encourage Station Participation in the Association's Broadcast Careers Program**

We are in the process of developing a "Broadcast Careers Program Certificate of Performance" which we will present to stations who participate in our Broadcast Careers Program.

### **HIGHWAY #5**

#### **Promoting Awareness of the Association's Broadcast Careers Program**

We will promote our "Careers Program" in the following ways to both MBA members and non-members as well as the public.

- A. Post goals and highways on our web site which is automatically linked to the

- web sites of our member stations who have web sites.
- B. Distribute this document to all stations.
  - C. Articles on this program and its various endeavors will be part of a regular series of articles in our newsletter.
  - D. Hold seminars on our Broadcast Careers Program.
  - E. Volunteer to write and produce radio & TV spots that will be distributed nationally that will inform the public of this program.
  - F. Continue to promote this program in our advertising that looks for resumes for our job bank as well as our contacts on our EEO Source List.
  - G. Inform a wide variety of federal, state and local agencies, employment centers, female and minority targeted organizations and any other organizations that are interested in helping their members find jobs.

## **HIGHWAY #6**

As with any program, from time to time the results of an Association's Broadcast Careers Program must be ascertained to determine whether the original goals are being met. The Association will survey stations to verify the productivity of the Careers Program on an annual basis; and the Association will make changes to the program as appropriate to ensure its continuing effectiveness.

a:car\_prog

**EXHIBIT 3**

3 M/F/D/V

### RESOURCES

hotel seeks an  
ive Assistant  
ic, self-starter to  
Resource Office.  
ires use of Word,  
perience in word  
readsheet; prefer-  
Excellent phone,  
id efficient office  
atmosphere for  
ur team!!!

or send resume to the:  
n Royal Plaza  
able Center,  
nd Road West,  
s, MA 01752.  
e Resources.

NCED and Helpers, im-  
l hury positions. Health  
Call 608-4995

### BUS VER

route Plus kinder-  
oid. Will train if  
have CDL license  
37-0265

ERS Milpury: Usage  
on. Valid CDL license  
needed. Sign on bonus  
this bonus medical and  
Will train, see people if  
4-8975 McCaffrey Limou-

Exp. needed for hand-  
looking for a motivated  
with printing operation,  
leadership ability and a  
reen printing. Full bene-  
ficiation and good call  
5 Southbridge St., Wor-  
31752-5121

Part time Knowledge  
1 stock printing, screen  
n flexibility for manual  
equipment. Sauvegar  
Cherry Valley

### MEDICAL (6)

ve inv. 2-5 yrs. experi-  
visions in a medical  
strong transcription,  
and patient scheduling,  
to run through June or  
19. Christine 799-9599



## Genesis ElderCare MAINTENANCE SUPERVISOR

Must have 2-4 years of experience in a long-term care setting. Knowledge of general bldg. maintenance, electrical, plumbing, carpentry required. An understanding of the Dept. of Public Health Life Safety Codes is essential. For more information, contact Patricia Loab, administrator.

## Lincoln Center

200 Lincoln St., Worcester, MA 01605  
FBO

### WANTED:

Applicants for Broadcast Industry Opportunities All Positions  
The members of the Massachusetts Broadcasters Association (MBA) are committed to the FCC's goal of non-discrimination and affirmative action. Resumes are now being accepted for the MBA Job Bank. Mail resumes to: Massachusetts Broadcasters Association, Attn: Job Bank, c/o Bedford Granite Group, 10 Chestnut Drive, Bedford, NH 03110. For complete job listings, check out [www.massbroadcasters.org](http://www.massbroadcasters.org). NO PHONE CALLS. The members of the MBA are equal opportunity employers.

### SECRETARY

Medical office is searching for Secretary with medical terminology and transcription experience. Secretarial duties include admissions, phones and data entry. Prime candidate has excellent interpersonal skills for extensive contact with patients. Temporary assignment. Hours: 3-11pm., 3 or 4 nights per week and every other weekend. Call 508-366-8521. EOE.

## Suburban Staffing



### Money Farms MINI-MARKETS

We have immediate openings for

### STORE MANAGERS

\$500 PER WEEK After Training

Plus Quarterly Incentive Plan

Benefits include profit sharing, paid holidays and paid vacation. Strong advancement opportunities.

Call Scott Laney Now

1-800-879-0106 ext 15.

24 hrs a day.

We are an equal opportunity employer

### CASHIERS

### Great Hours!

Sodexo has immediate full time, M-F openings in Shrewsbury. Great pay and benefits!

Call Barbara at (508) 841-3978

EOE, M/F

SECRETARY, EXECUTIVE Health care scientific facility in N. Worcester County seeks highly professional, motivated, well organized and energetic executive secretary. Computer skills and health or scientific exp. a plus. Flexibility in hours and schedule required. Full time, full benefits, competitive salary. Send resume to UU-18, Worcester Telegram and Gazette, PO Box 15012, Wor., MA 01615

Software Consulting firm that is experiencing tremendous growth is in need of an admin. support candidate. MS Word is a must! Temporary assignment paying \$12-\$14 per hr.

### Executive Secretary Westboro

Exec. Secretary needed for High-Tech company. Potential Temporary to Perm opportunity. This is a top notch opening supporting a VP of Marketing. Paying \$15 plus

Two Westborough Business Park  
200 Friberg Parkway, Suite 4003  
Westborough, MA 01581  
Phone: 508-836-4141  
Fax: 508-836-4520  
[www.officeteam.com](http://www.officeteam.com)

## AMERICAN RECLAMATION CORPORATION Office Clerk

Seeking person to work in exciting recycling company. Duties include answering phones, filing, data entry and light accounting duties.

Person should have a pleasant phone manner, accounting software skills, and be good with numbers. Knowledge of DOS helpful for file maintenance. 30-40 hours, Mon.-Fri. Good pay and benefits.

Apply in person or Mail/Fax Resume to:

American Reclamation Corporation  
Human Resources

130 Sturbridge Road, Charlton, MA 01507  
Fax: (508) 248-4911

# MORE HELP WANTED CLASSIFIED IN SECTION E



Growing marketing services company seeks call center operators for order entry. Computer friendly, pleasant phone manner required. Will train. Competitive wages, benefits including health and 401K. Relaxed smoke free atmosphere. Contact John Bell, 617-792-5550, Ext. 214.

**SIN SPEED** is looking for team players. Due to rapid expansion, our downtown Boston printing center has several openings.

• Customer service  
• Inside sales  
• Van Drivers  
• Ink 3085 Pressman  
Near T.  
Fax resume to:  
**617-227-7611**  
or call:  
**617-227-2237**

**WORK, Inc.**, a human service provider, has immediate openings. Individuals must have a clean criminal background and a safe driving record. Pre-employment drug testing is required. We offer competitive pay, benefits and split-shifts, which are perfect for retirees and homemakers.

If interested, please call  
**WORK INC 617-328-6644**  
EOE

Energetic and Motivated individual for our Stoneham location. Excellent interpersonal skills needed. Experience preferred.

**PLYMOUTH ROCK TRANSPORTATION**

Call Jerry at:  
**1-800-943-1111**

**Wanted:**  
Applicants for Broadcast Industry Opportunities - All Positions  
The members of the Massachusetts Broadcasters Association (MBA) are committed to the FCC's goals of non-discrimination and affirmative action. Post resumes on the MBA web page at [www.massbroadcasters.org](http://www.massbroadcasters.org) or mail resumes to: Massachusetts Broadcasters Association, Attn: Job Bank, c/o Bedford Granite Group, 10 Chestnut Drive, Bedford, MA 03110. Also available at [www.massbroadcasters.org](http://www.massbroadcasters.org) a listing of open positions in Massachusetts broadcasting. The members of the MBA are equal opportunity employers.  
**PLEASE SPECIFY THE POSITION(S) YOU WISH TO BE CONSIDERED FOR.**  
No Phone Calls

**MECHANIC NEEDED**  
Needham, MA

Ryder/MLS Inc. due to expansion has immediate openings for 2 Full-time technicians for Fleet maintenance in Needham area. 3 yrs. exp. (Ford preferred) & CDL License. Exc. pay.  
Please Call:  
Mike Muller at  
1-800-285-1824 or  
Fax: 914-896-0574  
EOE

**FURNITURE REPAIR**

Large, national furniture company seeks exp. in home Furniture Technician to repair newly delivered, upholstered and case goods. Must have reliable car, with supply tools, salary.

**CALL**  
**1-800-333-7332**  
ext. 20  
MON.-FRI., 1-4 PM

**COPIER TECHS**

Fastest growing copier service company seeking experienced technicians in NE. Ex. exp. & salary. Fax resume to Service Manager  
**781-329-6441**

**Image Tec**  
381 University Ave  
Westwood, MA 02090

**NIGHT SHIFT**  
\$25/WK TO START

Want to earn more money? Looking for full benefits? Need immediate employment? If you answered 'yes' and are a dedicated and hard worker, **CALL TODAY!** In 3 months you could be making over \$400/wk with full benefits! No experience necessary. Mention **HAART2** to the representative you speak with. **DON'T WAIT!!!**

Apply at:  
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Marlboro, MA 01757  
Or Call 508-279-9333  
Fax 508-279-7777

**HOUSE CLEANERS**

Boston area Days/Morning hrs. Fast paced hard workers needed. Will Train. Good Pay. Call anytime 617-738-6500

**HAIRSTYLISTS**

Earn Up To \$12/Hour  
FT/PT. Excellent benefits, training, and management opportunities. Positions in Newton, Cambridge, Boston, Stoneham, Needham, Brookline, Quincy, Brighton, & Spoken.

Flexible hours needed.  
Call us at:  
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**SOUTH BOSTON SOMERVILLE CAMBRIDGE**  
Top pay helping the elderly; you choose the days & hours you wish to work. Call Jan at:  
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Billerica based company looking for 3-5 years experience in duct work installation, light commercial & residential. Immediate employment (\$13.00/hr. + benefits).  
Days 800-378-0239  
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**HVAC DUCTWORK INSTALLERS**-2 to 5 years exp. needed for commercial job. \$10 to \$15 per hour plus benefits, holiday pay, bonus. 40 hr. week. Call L.J. 933-4471, 1-575-7963, or 603-876-1318.

**INBOUND CUSTOMER SERVICE**

Seeking enthusiastic person for growing company. Entry, 3pm-11pm. 7 days/week. Starting \$7.75/hr.

Call Dave at:  
**617-778-5999 ext. 1**

**INSTALLER**

Overhead door needed 508-846-3339

**JANITORIA OPERATIONS**

3 yrs. + exp. Send resume to 158 Main St. 02174 Fax: 781-271-

**LANDSCAPERS**

Fast growing est. in Wakefield seeks motiv. indiv. to fill positions as crew leaders/workers. Benefits & pay. Co  
**781-944-88**

Continued from Preceding Page

### TRAVEL AGENT

Full-time Leisure Travel Agent opening. Sabre experience preferred. Call 978-887-9595

### UNIT DIRECTOR

Robert F. Kennedy Children Action Course is seeking a Manager to supervise Community monitors in Lawrence and Haverhill, while working closely with Department of Youth Services and the Juvenile Courts. Requirements: BA required, Masters preferred, 3 years community based services and supervisor experience. Knowledge of the Lawrence and Haverhill communities important. Salary \$28,500. Send resume to: Karen O'Brien, Elit Center, 10 Favor St., Lowell, MA 01852. AA/EDE.

### WANTED

Applicants for Broadcast Industry Opportunities- All Positions The Members of the Massachusetts Broadcasters Association (MBA) are committed to the FCC's goals of non-discrimination and affirmative action. Post resumes on the MBA web page at [www.massbroadcasters.org](http://www.massbroadcasters.org) Or mail resumes to: Massachusetts Broadcasters Association, Attn: Job Bank, c/o Bedford Granite Group, 10 Chestnut Drive, Bedford, NH 03110. Also available at [www.massbroadcasters.org](http://www.massbroadcasters.org). A listing of open positions in Massachusetts broadcasting. The members of the MBA are equal opportunity employers. PLEASE SPECIFY THE POSITION(S) YOU WISH TO BE CONSIDERED FOR. No Phone Calls.

85 Medical

### CAN'S

Earn full benefits package including 401k and bonuses!!! Tuition reimbursement for new grads and great opportunities!!! Call Staff Builders Home Health Care 603-445-9422 [www.sonn.com](http://www.sonn.com)

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We currently have an openings in our Medical Supply department. Your salary is commensurate with your experience. We offer health insurance, profit sharing, 401k, and vacation time

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If you want a challenging career with a company that will be here into the future, then call Steven Vynorius

978-683-4561

Fax #978-688-8234

PART Time help in Dental Office, experience preferred. Flexible position. Please Call 978-683-3343 ask for Diane

### PER DIEM RN'S

Alternative Care Medical Services is currently in need of Per-Diem Registered Nurses in our Salem, NH office. RN's must be licensed in the state of NH and have at least 1-2 years of homecare experience. Knowledge of patient care total assessment. Ability to work with other disciplines, provide intervention and good follow-up documentation. Motivated, self starter, good assessment and communications skills and ability to organize is essential. If interested please call Marie at 1-800-553-8777 or fax your resume to 1-603-890-8768. EOE/AA JCAHO

### SPEECH LANGUAGE PATHOLOGIST Part Time

Genesis ElderCare Rehabilitation Services, a member of the Genesis ElderCare Network, has a 15-20 hours/week Speech Language Pathologist position at a skilled nursing facility in Haverhill. We offer a stimulating work environment and competitive salaries. For consideration, please send or fax your resume to: Jim Hornickel, Genesis ElderCare Rehabilitation Services, 540 Meadow St., Ext. 1, Agawam, MA 01001. Telephone: 1-800-200-0702; Fax: (413) 789-3961. EOE M/F/D/V

Continued on Next Page

JOB-PROFESSIONALS

### HYGIENIST NEEDED

to help out with maternity leave after the Holidays. Flexible days and hours. Permanent position for the right person. Please call Dr. Pappas at 978-957-4300.

### TEAM COORDINATOR

Alternative Care Medical Services is a rapidly growing home care agency that is looking for a full-time homecare coordinator for our Salem NH office. Must have exceptional communication and organizational skills who will serve as a liaison between clinicians, referral sources and patients. Interested applicants, please call Carol or Marie at 1-800-553-8777 or fax your resume to 1-603-890-8768. EOE/AA JCAHO

JOB-PROFESSIONALS

### Registered Nurse

Part-time BSN required. Certificate in Psych Nursing RNC a plus. Provide direct in-home assessment monitoring teaching groups. Team member in community settings. Resumes to Elizabeth Sweeney, Family Service Inc., 430 N. Canal Street, Lawrence MA 01840. Fax (978) 683-1026. No Calls. EOE.

### Two Bi-lingual Clinician

Private mental health clinic seeks one Master's level Bilingual Spanish/English clinician and one Master's level bilingual Khmer/English speaking clinician to join multicultural, multidisciplinary team. Resumes to: Clinical Director, CCC, 99 Church Street, Lowell, MA 01852. EEO/AA

JOB-PROFESSIONALS

## HAVERHILL PUBLIC SCHOOL BEHAVIOR MANAGEMENT TEACHER

Deadline for filing: December 18, 1998  
Please send letter of application, resume, all transcripts, and three letters of reference to:

Richard P. Langlois  
Supervisor of Personnel  
4 Summer Street  
Haverhill, MA 01830

EEO

## Retail Banking Opportunities

Andover Bank has several openings for individuals who have excellent interpersonal skills, a professional demeanor, and a commitment to quality service.

### Branch Supervisor

We have an opportunity available for a Branch Supervisor to assist the Manager in promoting the growth of the office through sales. The Supervisor provides a full range of customer services, ensures quality service, and assists in the development and coaching of the staff. In addition, this individual will be responsible for maintaining efficient branch operations. A minimum of 3 years banking experience with successful sales and supervisory experience is required. Must be results-oriented, have a high level of professional maturity, and excellent verbal and written communication skills.

### Tellers - PART-TIME

Part-time Teller positions are available at several Andover Bank branch locations. Applicants must be people-oriented, have strong communications skills, and a mature and friendly manner. A background in sales is a plus.

Andover Bank offers a competitive salary and a rewarding work environment. Full-time positions also include a comprehensive benefits package. To join our team of professionals in Retail Banking, please forward your resume or stop by any of our branch locations for an application.

ANDOVER BANK, Human Resources  
P.O. Box 2005, Andover, MA 01810  
Fax: (978) 749-2425 EOE



At Andover Bank we are proud of our distinction as a billion dollar community bank and our position as a respected leader in the areas of service excellence and customer satisfaction. Our commitment to personal service delivered by our dedicated team of professionals is a major factor in our success.



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**TRUCK DRIVER, Class 1 or 2.** Septic tank company. Good pay good benefits. Send resume to: P.O. Box 394, Ludlow MA 01054

**TRUCK DRIVER** full time route driver with Class II CDL license/current medical. NO phone calls. Apply at Western Mass Rendering, 14 Foster Rd., Southwick, MA

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Sub contract Futon & mattress deliveries w/presentable driver. Will train. Good PT income. The Apartment Shop, W. 50th St. Call AA only 737-7881

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No better time of year to utilize your waitstaff exp. to earn x-tra holiday \$\$\$\$. Must have exp. with banquet serving using trays with up to 12 plates. Black & Whites a must. Assignments immediately available days, evenings & weekends. Agawam and Springfield locations. Contact ASI at 1-800-ASI-TEMP (1-800-274-6367)



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30 lbs. in the  
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All natural guaranteed  
Call 738-7720

**WANTED: APPLICANTS FOR BROADCAST INDUSTRY OPPORTUNITIES**  
ALL POSITIONS

The members of the Massachusetts Broadcasters Association (MBA) are committed to the FCC's goals of non-discrimination and affirmative action. Post resumes on the MBA website at [www.massbroadcasters.org](http://www.massbroadcasters.org). Or mail resumes to: Massachusetts Broadcasters Association, Attn: Job Bank, c/o Bedford Granite Group, 10 Chestnut Drive, Bedford, NH 03110. Also available at [222.massbroadcasters.org](http://222.massbroadcasters.org), a listing of open positions in Massachusetts broadcasting. The members of the MBA are equal opportunity employers. PLEASE SPECIFY THE POSITION(S) YOU WISH TO BE CONSIDERED FOR. No Phone Calls

**WANTED: Really cool people** to spend quality time with (people who need some help exploring their communities, job searching and on the job training). Join a team of people who love their jobs and get a real kick out of teaching & supporting others. Valid driver's license and reliable transportation necessary. Please send your resume to: 1 Search, Aditus, Inc. PO Box 266, Chicopee, MA 01014 or fax to Aditus, Inc. at (413) 594-8009

**WANTED: Some really cool people** to do some really neat stuff! Spend an evening or more each week having mega fun with folks who need some help exploring their communities AND GET PAID FOR IT! Join a team of people who love their jobs and get a real kick out of teaching & supporting others. Valid driver's license and reliable transportation necessary. Please send your resume to: Respite Search, Aditus, Inc., P.O. Box 266, Chicopee, MA 01014 or fax to Aditus, Inc. at (413) 594-8009

Windsor, CT. 06095

## Health Services

**Accounts Receivable Clerk**  
Full-time. Busy seven physician office. Must be organized, detail-oriented, and able to work at a fast pace. Primary duties are resolving outstanding receivables, researching and processing correspondence, assisting patients with billing questions and processing secondary insurance claim forms. **MEDICAL BILLING EXPERIENCE REQUIRED.** Send resume to: New England Dermatology, P.C., 388 Main Street, Springfield, MA 01102, Attention: ISS. No calls or walk-ins please

**Admin.**  
Seeking flexible individual for appointment, reception, and switchboard areas. Exp. required. Please send resume to: N.E. Ortho. Surg., Inc., 37 Hampden St., Springfield, MA 01104

**APPLIED BEHAVIORAL ANALYSIS PROFESSIONAL**  
Full-time/Part-time hours available. Interesting work in a variety of settings. Bachelor's degree required. Licensed preferred. Search #5220. Send resume by 12/15/98

**Servicenet**  
129 King Street  
Northampton, MA 01060

Servicenet is an equal opportunity employer. Minority and Bilingual candidates encouraged to apply.

**CLINICIAN** Join a multi-disciplinary team of professionals providing individual, group and family treatment to children and adults at growing behavioral health care center in Athol. Clinical Master's degree with two years' child experience and clinical flexibility required; LICSW, LMHC or Licensed Paraprofessional preferred. Part-time position offering generous benefits, salary based on education and experience. Send resume to: Personnel Services-OCA, Clinical & Support Options, P.O. Box 156, Greenfield, MA 01302-1363 AA/EOE

**CLERICAL** PT position in medical practice for appt scheduling. Applicant must be bilingual. Send resume to: Sandie Martin, LPN, Holyoke Podiatry, 150 Lower Westfield Rd., Holyoke, MA 01040

**Cardiology & Internal Medicine**  
Practice has the following positions available:

**ONCOLOGY NURSE** (P/T, 24 hours) Code ON: Oncology Nurse needed for cardiology/oncology practice. Must have 3 years of clinical nursing experience, 1 year of practice experience, hours flexible.

**MEDICAL SECRETARY/MEDICAL RECEPTIONIST** (P/T, 20 hours) Code MS: Responsibilities include reception and general administrative secretarial support. Must have High School diploma and 2 years of business or office experience. Basic Word Processing experience a plus.

Please send resume, indicating job code, to: Office Manager, Cardiology & Internal Medicine, 299 Carow Street, Suite 410, Springfield, MA 01104. No phone calls, please. Equal Opportunity Employer

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732-1122 EOE/AA

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**CNA- PCA- HMK- HHA**  
Needed in these areas  
Chico/Ludlow/Holyoke  
PT & FT Available  
Call 972-6620. Temporary Aid HOME CARE AGENCY EOE/AA

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Exp pref. Ad Reply 7126 c/o Union-Hours. PO Box 3066 Springfield, MA

## CLINICAL SUPERVISOR

The Child and Family Clinic of Servicenet has an opening for a Clinical Supervisor. Individual will be responsible for providing supervision and leadership to staff working with multi-problem families and DMH/DSS referrals. Master's degree, professional license, and 5 yrs. supervisory/management experience required. Send resume by 12/25/98 to Search 9722.

**Servicenet**  
129 King Street  
Northampton, MA 01060

Servicenet is an equal opportunity employer. Minority and Bilingual Candidates encouraged to apply.

for sexually abusive adolescents (13-21). Provide individual group, family therapy & case consultation to approx. 10 child Exp. providing therapy to sex offenders a must. An understanding of Cognitive-Behavioral Ther. Adventure-Based Counseling JCAMP standards strongly preferred. Must be able to work effectively with other disciplines. \$24,500-\$33,400 & competitive benefits package. Send cover letter resume to: Employment Opportunities Specialist, Milken E. national Centers, Inc., PO 1 4699, Pittsfield, MA 012 AA/EOE.

**CNA/CHNA/PC/HMK-Home** St is now accepting applications. Individuals available to provide service for elders. Must have transportation. Areas immediately needed: Chicopee, Holyoke, Ludlow, Ware and Great Springfield. Come join our team. Home Staff 1-800-355-6266. 740-E AA/EOE

**COOK**  
Mt. St. Vincent Nursing Home Part-time night position. Supervisory and institutional cooking experience required. Please forward apply in person at: Mount St. Vincent Nursing Home, Dept SR12-13, 35 Holy Family Road, Holyoke, MA 01040. A member of the Sisters of Providence Health System. We promote a drug-free environment. EOE/AA

**COUNSELOR-Part Time**  
(7AM-3PM) Bilingual/Spanish necessary to work in crisis unit with psychiatric patients. BA or equivalent experience required. Salary \$17,500-\$19,000. Excellent benefit package. Please send resume and cover letter to: Human Resource Dept, Behavioral Health Network, Inc. Administrative Services, 327 Birnie Avenue, Springfield, MA 01107 AA/EOE

**DENTAL ASSISTANT**  
full time position for State-Of-The-Art practice. 508-666-0841

**DENTAL ASST** Exp. necessary. CDA preferred. Must be X-Ray certified. Call 736-6416

**DENTAL ASST** H/w/ Front desk exp. or open 720-5780

**DENTAL ASST** needed part time in modern office. Saturday mornings and week nights. Experience preferred, but will train the right dependable person with great people skills. Call Cindy 525-6266

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Part time needed 30 hrs per  
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of Windows '95 & office '97.  
Please send resume to:  
Secretary position, Box 665  
Centerville MA 02632

**SECRETARY**  
**PART TIME**  
Approximately 17 hours per  
week (days) at Hyannis Cam-  
pus. Requires general secre-  
tarial support experience and  
good working knowledge of  
Microsoft Office 97. Energy,  
enthusiasm, patience and  
flexibility a must. To apply,  
submit letter and resume to:

Human Resources Office  
Cape Cod  
Community College  
West Barnstable, MA 02668

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rich and contribute to the cul-  
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Light work, 35 hr week  
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Good telephone manner.  
Wkend days, wkday after-  
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Applications are available at:



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Tom Flurkey Chevrolet Olds-  
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Early full-time income working  
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Applicants for Broadcast  
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All Positions

The members of the Massa-  
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ciation (MBA) are committed  
to the FCC's goals of non-  
discrimination and affirmative  
action. Post resumes on the  
MBA web page at  
www.massbroadcasters.org.  
Or mail resumes to: Massa-  
chusetts Broadcasters Asso-  
ciation, Attn: Job Bank, c/o  
Bedford Granite Group, 10  
Chestnut Drive, Bedford, NH  
03110. Also available at  
www.massbroadcasters.org.  
a listing of open positions in  
Massachusetts broadcasting.  
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Just 2 to 3 hours each early  
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Work 1 full day per week, on  
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\$10.54/hr. Call 508-398-8986

**EXHIBIT 4**

*The U.S. Equal Employment Opportunity Commission*

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## Statutory Authority

The U.S. Equal Employment Opportunity Commission (EEOC) was established by Title VII of the Civil Rights Act of 1964 and began operating on July 2, 1965. The EEOC enforces the principal federal statutes prohibiting employment discrimination, including:

- Title VII of the Civil Rights Act of 1964, as amended, which prohibits employment discrimination on the basis of race, color, religion, sex, or national origin;
- the Age Discrimination in Employment Act of 1967, as amended (ADEA), which prohibits employment discrimination against individuals 40 years of age and older;
- the Equal Pay Act of 1963 (EPA), which prohibits discrimination on the basis of gender in compensation for substantially similar work under similar conditions;
- the Title I of the Americans with Disabilities Act of 1990 (ADA), which prohibits employment discrimination on the basis of disability in both the public and private sector, excluding the federal government;
- the Civil Rights Act of 1991, which includes provisions for monetary damages in cases of intentional discrimination and clarifies provisions regarding disparate impact actions; and,
- Section 501 of the Rehabilitation Act of 1973, as amended, which prohibits employment discrimination against federal employees with disabilities.

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*This page was last modified on December 10, 1998.*



[Return to Home Page](#)

*The U.S. Equal Employment Opportunity Commission*

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# EEOC Enforcement Activities

## Overview

The EEOC carries out its work at headquarters and in 50 field offices throughout the United States. Individuals who believe they have been discriminated against in employment begin our processes by filing administrative charges. Individual Commissioners may also initiate charges that the law has been violated. Through the investigation of charges, if the EEOC determines there is "reasonable cause" to believe that discrimination has occurred, it must then seek to conciliate the charge to reach a voluntary resolution between the charging party and the respondent. If conciliation is not successful, the EEOC may bring suit in federal court. Whenever the EEOC concludes its processing of a case, or earlier upon the request of a charging party, it issues a "notice of right to sue" which enables the charging party to bring an individual action in court.

The Commission also issues regulatory and other forms of guidance interpreting the laws it enforces, is responsible for the federal sector employment discrimination program, provides funding and support to state and local fair employment practices agencies (FEPAs), and conducts broad-based outreach and technical assistance programs.

## Administrative Enforcement

EEOC's strategically designed administrative enforcement program effectively manages between 75,000 and 80,000 charges that are filed annually. Under the Commission's charge processing system:

- Charges are prioritized into one of three categories for purposes of investigation and resource allocation. "Category A" charges are priority charges to which offices devote principal investigative and settlement efforts. "Category B" charges are those where there appears to be some merit but more investigation is needed before a decision is made on handling. "Category C" charges include non-jurisdictional, self-defeating, or unsupported charges which are immediately closed.
- Settlements are encouraged at all stages of the process.
- The EEOC has launched a mediation-based alternative dispute resolution (ADR) program. The mediation program is guided by principles of informed and voluntary participation at all stages, confidential deliberation by all parties, and neutral mediators.

As a direct result of these initiatives:

- By the end of fiscal year 1998, EEOC's pending inventory was 52,011 charges, a decline of 53 percent from an all-time high of 111,345 in the third quarter of fiscal year 1995.
- In fiscal year 1998, the Commission was continuing to resolve charges at a faster pace than they were being filed, further reducing the inventory.
- In fiscal year 1998, the Agency obtained \$169.2 million in monetary benefits for charging parties (excluding litigation awards) through settlement and conciliation. Commissioner charges accounted for \$2.1 million of this total.
- The EEOC has made substantial progress in the implementation of its mediation program. From the inception of the program in fiscal year 1996 through the end of fiscal year 1998, EEOC resolved over 2,400 charges through mediation and obtained benefits of approximately \$27.8 million for

charging parties.

## National Enforcement Plan

In February 1996, the Commission approved its National Enforcement Plan (NEP), which sets out a three-pronged framework for the Commission's enforcement strategy: prevention of discrimination through education and outreach; the voluntary resolution of disputes where possible; and where voluntary resolution fails, strong and fair enforcement. The NEP also identifies priority areas for EEOC investigation and litigation, delegates certain litigation decisions to the General Counsel, and directs the EEOC field offices to develop Local Enforcement Plans (LEPs) which tailor the mandates of the NEP to the particular needs and issues of their communities.

## Litigation

The EEOC's litigation program has achieved significant results in the past few years under the NEP. In fiscal year 1996, the EEOC obtained over \$50 million in monetary benefits for discrimination victims. In fiscal year 1997, the amount rose to \$111 million in benefits, and represents the largest annual recovery in EEOC history. In fiscal year 1998, the EEOC's litigation program recovered nearly \$90 million for victims of discrimination. The EEOC also files amicus curiae or "friend of the court" briefs in trial and Appellate Courts in support of the Commission's position, usually in cases involving novel issues. In fiscal year 1998, the Commission filed 70 such briefs. Among the EEOC's recent litigation achievements are:

- an age bias settlement with Lockheed Martin (formerly Martin Marietta) for \$13 million in back pay and 450 jobs for older workers who were dismissed;
- settlement of race/national origin/sex bias claims against a major supermarket chain in Texas for \$2.5 million in back pay and over 5,000 entry-level and 34 management trainee job offers to qualified African American, Hispanic, and female applicants previously denied positions;
- a \$34 million settlement in a sexual harassment case with Mitsubishi Motor Manufacturing of America, and a settlement of almost \$10 million in a sexual harassment case against Astra USA Inc., a pharmaceutical company in Massachusetts -- the EEOC's two largest sexual harassment settlements to date. These cases are notable for Mitsubishi's adoption of extensive changes to its sexual harassment prevention policy and complaint procedure, and Astra's issuance of formal apologies to the women involved; and
- under the ADA, a \$5.5 million jury verdict for an employee who was discharged from his job because he has epilepsy, and a \$3.5 million jury verdict for a paraplegic job applicant denied a job at Wal-Mart after being told the store had "no openings for a person in a wheelchair." Although both amounts will be reduced based on the statutory cap on damages, the juries' verdicts represent the two largest ADA awards in EEOC history, and send a powerful message to those who would discriminate on the basis of disability.

## State and Local Program

The EEOC contracts with approximately 90 FEPAs to process more than 48,000 discrimination charges annually. These charges raise claims under state and local laws prohibiting employment discrimination as well as the federal laws enforced by the EEOC.

## Federal Sector Program

The EEOC is responsible for enforcing the anti-discrimination laws in the federal sector. The EEOC conducts thousands of hearings every year for federal employees who have filed discrimination complaints. In addition, when a federal agency issues a final decision on a complaint of discrimination, the complainant can appeal that decision to the EEOC. In fiscal year 1998, the EEOC received 12,218



requests for administrative hearings and resolved 7,494 appeals.

The Commission also ensures that the federal departments and agencies maintain programs of equal employment opportunity required under Title VII and the Rehabilitation Act. Moreover, under Executive Order 12067, the Commission provides leadership and coordination to all federal departments' and agencies' programs enforcing statutes, executive orders, regulations, and policies which require equal employment opportunity or which have equal employment opportunity implications.

## **Outreach Activities**

In fiscal year 1997, the EEOC launched a home page on the Internet to provide the public with greater access to an array of agency information materials and resources. The new home page can be found on the World Wide Web at <http://www.eeoc.gov/>. Information included on the home page consists of Annual Reports, addresses and phone numbers of field offices, press releases, fact sheets, and periodicals. Early in fiscal year 1998, the EEOC also added a small business information fact sheet to its web site, highlighting select issues of particular interest to small businesses.

During fiscal year 1997, the EEOC almost doubled the number in annual Technical Assistance Program Seminars (TAPS), offering 65 seminars educating over 8,000 individuals in the private sector and state and local governments about EEOC enforced laws. In fiscal year 1998, EEOC conducted 58 TAPS, reaching 7,100 participants. Agency staff made over 2,100 public presentations, reaching over 87,000 people during fiscal year 1998, and responded to thousands of requests for technical assistance. The EEOC responded to over 100,000 requests from the public, distributing over 450,000 publications, with ADA-related information many in alternative formats making up nearly one fourth of the responses.

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*This page was last modified on December 10, 1998.*



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